



ERIE COUNTY

PROMOTIONAL EXAM

Please refer to our internet address at: www.erie.gov

**A NON-REFUNDABLE \$10.00 PROCESSING FEE MUST ACCOMPANY EACH APPLICATION
(CHECK OR MONEY ORDER ONLY – PAYABLE TO: ERIE COUNTY DEPARTMENT OF PERSONNEL)**

SENIOR PUBLIC SAFETY DISPATCHER

NO. 77-879

ALL ERIE COUNTY TOWNS

SALARIES VARY

NOTICE: Erie County no longer maintains a file of applicant transcripts. Exam applicants must be prepared to provide documentation of educational qualifications (transcript, diploma, etc.) to the hiring agency prior to appointment. Documentation may also be submitted with the exam application.

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF ALL ERIE COUNTY TOWNS. Successful candidates will be eligible for appointment only in the town in which they were employed at the time of the written test. One vacancy is anticipated in the Town of Cheektowaga (\$26.96 per hour).

The eligible list resulting from this examination will not supersede currently existing promotional eligible lists for this title, if any. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

QUALIFYING EXPERIENCE FOR TAKING THE TEST: Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for 12 months immediately preceding the date of the written test as a Public Safety Dispatcher.

Persons who are currently employed under Section 55a, New York State Civil Service Law, and who meet all the above eligibility requirements in the non-competitive rather than competitive class may compete in this examination.

DUTIES: A *Senior Public Safety Dispatcher* supervises and participates in duties involving operating a radio, telephone and related equipment for the efficient relay of information and dispatch of personnel and equipment used in the protection of life and property; supervises and coordinates calls for service between the public and police, fire department, ambulance and other appropriate departments; receives calls on multi-line switchboard regarding various emergencies; (e.g. fires, robberies, stolen vehicles, missing persons, etc.); receives calls over "hot line" from fire departments and ambulance companies; dispatches emergency vehicles and ambulances for emergency and routine calls; relays calls to appropriate agencies or departments; decides priorities of service in accordance with established policies; operates teletype and computer terminal to retrieve information and relay same; makes out and processes routine forms (stolen and recovered vehicle reports, missing person, thefts, complaints and others); maintains a log of phone and radio messages; maintains status of emergency vehicles; enforces all department rules, regulations, orders and procedures and recommends discipline; reports on and evaluates all dispatchers assigned to their unit/shift; supervises the care and maintenance of equipment and supplies; maintains proper staffing and scheduling as needed; maintains unit/shift records.

**VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED
TO RECEIVE ADDITIONAL POINTS. (See application for more information.)**

NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE

EXAMINATION DATE

A P R I L 2, 2005

**SEE
REVERSE
SIDE**

**APPLICATIONS MUST BE
POSTMARKED BY**

F E B R U A R Y 23, 2005

SCOPE OF EXAMINATION: The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **CODING/DECODING INFORMATION** - These questions test your ability to use written directions to code and decode information accurately. You will be asked to apply sets of coding rules to code information and to interpret coded information. Complete directions will be provided; no previous knowledge of or training in any coding system is required.
2. **FOLLOWING DIRECTIONS (MAPS)** - These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.
3. **RETAINING AND COMPREHENDING SPOKEN INFORMATION FROM CALLS FOR EMERGENCY SERVICES** - These questions test retention and comprehension of information in calls for emergency services. Some questions test retention of specifics, such as street addresses, or comprehension of the spoken information, such as determining the location of a site in relation to landmarks. Each of these questions is weighted 1.0. Other questions test comprehension and application of directions for filling in a form. Each of these questions is weighted 0.2. Several simulated 911 calls will be played on audio tape. After listening to each call, candidates will be asked from two to four questions about the information that was presented in the call. The time to answer them will be limited. The tape will keep track of the time and, at the end of each answer period, will automatically begin to play the next call. Note paper will be provided. Candidates will be permitted to take notes and to refer to them when answering the questions.
4. **RADIO OPERATIONS AND DISPATCHING PROCEDURES** - These questions test for knowledge of two-way radio systems and operations, and may cover dispatching procedures when appropriate.
5. **SUPERVISION AND TRAINING** - These questions are designed to test for the knowledge required by a supervisor to set goals, plan and organize work, train workers in how to do their jobs, and direct workers towards meeting the established goals. The supervisory concepts covered may include assigning and reviewing work, evaluating performance, maintaining work quality, motivating employees, increasing efficiency, and dealing with problems that may arise on the job. The training concepts covered may include determining the necessity for training, selecting appropriate training methods, and evaluating the effectiveness of training.
6. **UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL** - These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

NOTICE TO CANDIDATES: Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials.

NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)
(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)

INFORMATION FOR PROMOTION CANDIDATES

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

RATINGS REQUIRED: Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows:

Seniority: For each year of service in the classified service:

Less than 1 year.....	0 points
1 year up to 6 years.....	1 point
Over 6 years up to 11 years.....	2 points
Over 11 years up to 16 years.....	3 points
Over 16 years up to 21 years.....	4 points
Over 21 years.....	5 points

VETERANS: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

In conformance with section 85-a of the Civil Service Law, **CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

APPLYING FOR EXAMINATIONS IN MULTIPLE JURISDICTIONS ON SAME DATE. If you have applied for any other Civil Service exams for employment with New York State or any other local government jurisdiction, you must make arrangement to take all the exams at one test site.

If you have applied for both State and Local government exams, you must make arrangements to take all your exams at the State exam center by calling (518)457-7022 no later than two weeks before the test date.

If you have applied for other local government exams, call or write each Civil Service Agency to make arrangements. You must make your request for these arrangements no later than three weeks before the date of the exams. You must notify all local government civil service agencies with whom you have filed an application of the which you wish to take your exam(s). For this exam call (716)858-7509 or write Erie Co. Personnel Dept., 95 Franklin St, Buffalo, NY 14202.

MILITARY STATUS: Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

SPECIAL ARRANGEMENTS: Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

TRAINING AND EXPERIENCE: If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

ELIGIBILITY FOR EXAMINATION: You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

NOTICE: Any person, otherwise meeting the requirements for an examination, who is laid off from any agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing their applications such persons should be title and location of their last permanent Civil Service employment.

APPLICATION FORMS: You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

****IMPORTANT APPLICATION FEE - READ CAREFULLY****

A \$10 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.